

Social Prescribing Link Worker Annual Report April 2022 - March 2023

Citizens Advice Wirral was commissioned by Moreton and Meols Primary Care Network in September 2019 to provide a Social Prescribing Link Worker service for the PCN. This report presents an overview of the outputs and outcomes of the service for the period April 2022 - 31st March 2023.

Summary

- Total number of new referrals - 470 of which 391 became Social Prescribing Link Worker cases*
- 9% above IIF target (360)
- 9% increase in the number of referrals from the previous year
- Proactive Social Prescribing opportunities to be explored in 2023-2024
- Avg number of issues dealt with per patient - 1.5
- Avg number of contacts per patient - 6.2 (face to face, email, text) per patient
- Headline issues - reducing social isolation, increasing resilience, mental health and health literacy/self management

*Citizens Advice Wirral manages all inward referrals to the PCN Personalised Care Team. Patients are referred to the appropriate team member once received by our Support Worker. Where there is no indication of which team the patient should be contacted by initially, the Personalised Care Team will discuss and agree who is best placed to make initial contact based on the information presented.

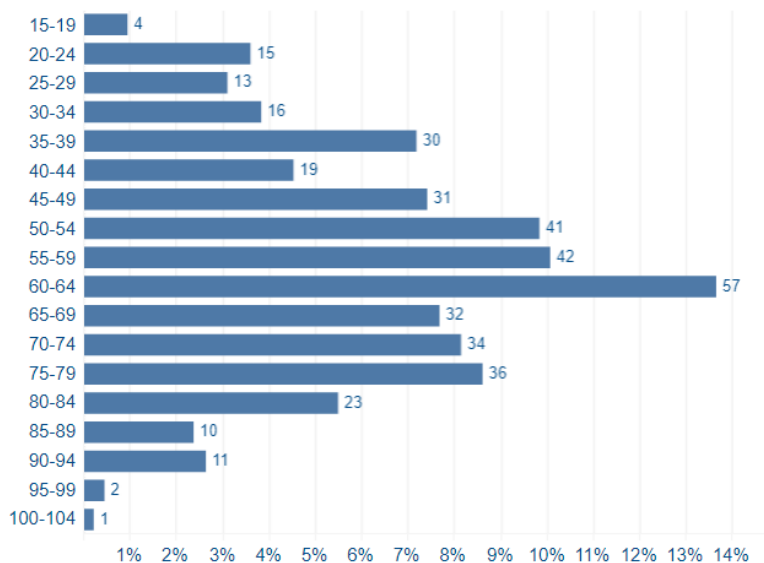
Summary of referrals by surgery

Surgery	2022-2023 numbers
Hoylake and Meols	99
Hoylake Road	32
Moreton Cross*	63 (Apr-Aug)
Moreton Group	138
Moreton Health Centre*	39 (Apr-Aug)
Moreton Medical Centre	92

*became Moreton Group Practice and combined numbers shown from September onwards

Summary of demographics of referrals (see next page)

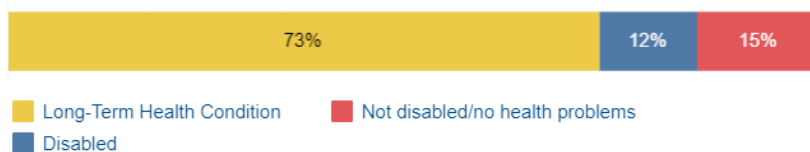
Age



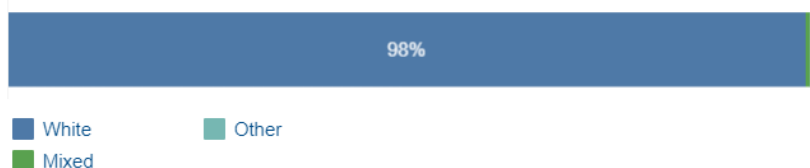
Gender



Disability / Long-term health



Ethnicity



What support did your Social Prescribing Team provide?

Conversations with patients centre on ‘what matters to you’. Staff are trained to actively listen to a patient’s issues and to support the patient to unpick issues, identifying priority and what actions they can take to address what matters to them. The team will use a range of tools in conversation with a patient to identify needs. This may include the wellbeing wheel, stress vessel, PEAS (pleasure, exercise, activity and social), COLOURS programme. Our approach is to empower patients to take control of the situation they find themselves in, creating sustainable change. The Social Prescribing Link Worker might offer support to access a service by referral, sign posting or support to attend a service. The team are trained mental health first aiders and are all Asist suicide prevention trained.

Who did the team refer and signpost to?

Supporting the patient to access specialist services whether as part of the social prescribing conversation or post service intervention is fundamental to building resilience. Resilient patients will be better equipped to manage challenges and change in the future and therefore less likely to return to primary care for social, emotional or practical issues.

Where a referral by a staff member was not necessary, the team will signpost patients. Sign posting includes providing information to the patient for them to contact themselves, support to make a call (being present or providing equipment - phone or laptop - for the patient to access) or accompanying to a community service.

Community resources

52% of actions agreed have included linking clients to community resources. The top 5 community services the team have signposted and referred to in descending order:

1. Age UK Wirral
2. Dementia Together Wirral
3. Tomorrow's Women Wirral
4. WIRED Carers Support
5. Koala North West

Mental health

30% of actions agreed have been based around supporting mental ill health. The top 5 mental health services the team have signposted and referred to in descending order:

1. WEB Merseyside
2. Wirral Mind
3. Talking Together Wirral
4. Companeros
5. Martin Gallier Project

Advice and wider health needs

12% of actions agreed have been focused on linking clients to the most appropriate support for advice and wider health needs. Services the team have referred and signposted to include our Citizens Advice Wirral advice service, ACAS, CADT and the PCN Health Coach service.

Self-help resources

The remaining 6% of actions agreed with clients were focused around using self-help tools and resources available to help build self-esteem, confidence and resilience such as P.E.A.S, Wellbeing Wheel and the Good Day Bad Day tools.

In total, the team linked patients into over **100 statutory and community services** in the last 12 months covering everything from mental health, homeless, employment, health literacy, mental health, to children's support, holiday activities, domestic abuse and more.

Combined feedback

Of all clients of Moreton and Meols PCN who were offered a satisfaction survey:

- Completed - 52%
- Declined - 19%
- No response to attempts to contact - 29%

Out of those who responded:

- 90% of patients said that the Social Prescribing service **'addressed my needs'**
- 100% of patients said they **felt listened to** by their Social Prescribing Link Worker
- 96% of patients said they would **recommend the social prescribing service** to family or friends.
- 95% of patients rated the service **good or very good**
- 52% gave their health and wellbeing a score of 8 or more post service intervention.

Quotes & case studies

The Social Prescriber was the best she has had. She would recommend the service to anyone

It was brilliant the way Sam went above and beyond to look into things that catered for deaf people.

Karla was excellent and felt listen to, she linked me in with lots of thing excellent service

My prescriber was Anne Howard & she went above & beyond. Really helped me through a situation that felt hopeless

Reason for referral & date	Husband has walked out 2 weeks ago, lots of financial stressors, anxiety, not going into work (Nov 2022)
What matters to the patient	To manage finances, improve housing situation and focus on positive mental health.
Social prescribing intervention:	Referred into Ask Us Wirral advice service for financial advice. Client signposted to a variety of groups and services aimed at supporting women such as Tomorrow's Women Wirral. Supported through budgeting tools and helped to explore debt support services. Referral to ABL for smoking cessation support completed. Referral to PCN Health and Wellbeing Coach for support with problematic eating.
Outcomes	<ol style="list-style-type: none">1. Client has returned back to work and is working towards a performance plan2. Client's confidence has improved and feels empowered to keep going

	<ol style="list-style-type: none"> 3. Client is receiving ongoing financial support from Citizens Advice Wirral 4. Client has been able to look at opportunities that she was not previously aware of
Feedback	<i>"You have been such a godsend to me during this time, I don't know how I would have gotten through what I have without our appointments. You've helped me so much and been there to talk things through when I have needed it most and offered support when I didn't have anybody else to help me".</i>

Reason for referral & date	Client on the learning disability register and recently came in for her review. The patient mentioned they were feeling "fragile" and their Dad is in hospital and has asked if they could talk to someone - they didn't want to be referred to counsellor and liked the idea of the Wirral Social Prescribing Team (March 2022).
What matters to the patient	Independence, social connections and support for anxiety.
Social prescribing intervention:	<ul style="list-style-type: none"> ● Explored the role of a specialist Support Worker ● Completed a referral to CADT ● Shared local services such as the Sensory Rooms ● Referral to Mencap completed ● Referral to PCN Health Coach also completed.
Outcomes	<ol style="list-style-type: none"> 1. Client now has two Support Workers weekly 2. Client has become confident to attend appointments without support of a relative 3. Client has become a member of the local Sensory Rooms and is integrated and making social connections 4. Client is actively setting goals with the Health Coach in regards to diet and exercise

Referral pathways

We continue to accept referrals via our secure NHS gateway for any health professional working with the Moreton and Meols PCN geographical footprint. Referral information is captured on the Personalised Care Team referral form. This allows for the referrer to identify which of the Personalised Care team specialists - Social Prescribing Link Worker, Health and Wellbeing Coach or Care Coordinator - would be the most appropriate professional to support the patient.

This year, wider referrals outside of the PCN team have come from WUTH Maternity Team, COPD team, Community Matron and associated nursing teams.

Staff

The team completes their work through hybrid working with a combination of working remotely from home, in our Citizens Advice Wirral office and within the PCN surgeries. The team meet clients out in the community or in their homes as well in surgeries and Flourish Wellbeing Hub for face to face appointments. The team also contacts clients over the phone, via text, email and video call.

Staff employed under this contract:

- Anne Howard (14 hours)
- Karla Devine (12 hours)
- Sam Taylor (35 hours)

Training completed

- GDPR update
- Lone Working
- Safeguarding
- Fall prevention
- Suicide prevention - online training, Asist training Martin Gallier service update
- Mental Health and PTSD - Sole Survivors, referring into primary care talking therapies, WEB, CAMHS, Qwell and Kooth, Open Door Centre
- Understanding the role of the Wirral Community Trust teams (Rehab at Home, Stars, Popin, OT)
- Stop Smoking - ABL
- Carers - WIRED
- Domestic Abuse - Paul Lavelle Foundation
- Learning Disability Training - Oliver McGowan Training
- Healthwatch - update to ensure understanding of their role and remit
- Dementia - online training, presentations from Alzheimers Society and Dementia Together Wirral
- Using tools to support conversations - colours, readiness to change, wellbeing wheel
- Mandatory training as prescribed by Health Education England
- Making Every Contact Count training
- Regular webinars accessed via personalised care institute, social prescribing teams in NALW and NHS
- Presentations on local services that are relevant - Positivitree, Walk with a Doc, Households into Work, Lifelong Learning

Safeguarding

Number of safeguarding incidents: 6

Action was taken to escalate to emergency services, Central Advice and Duty Team or the on call GP in 3 of the cases noted.

PCN wide working

Attendance at monthly PCN Operations Meetings

Attendance at PCN wide events/networking meetings

Introductory sessions with new PCN staff

We do send out monthly newsletters regarding cost of living, if you would like to be added to the mailing list, please contact: costofliving@citizensadvicewirral.org.uk.

Newsletter

A member of the team sends out a newsletter every 8 weeks detailing key updates on the social prescribing service including the number of active clients and case studies. The newsletters also detail a relevant campaign in relation to health and wellbeing.